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Deborah Fasciano
Compliance - Government and Regulatory Affairs



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January 30, 2012

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

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2012 FEB - 1 AM 10:18
SC PUBLIC SERVICE
COMMISSION

RE: Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting

Dear Mr. McDaniel:

In accordance with Section IV (10)(d) and (f) of the Order Approving Transfer of Assets, Authority, And Certificates in the above-referenced docket, Frontier of the Carolinas Inc f/k/a New Communications of the Carolinas provides its quarterly report on service quality.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

Deborah Fasciano

Deborah Fasciano
Frontier Communications

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Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator -- PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to December 2011

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting effective July 1, 2010												
1 Installation Interval (days)	0.90	1.05	1.20	1.56	1.08	1.18	1.20	1.33	1.40	3.6	3.2	2.9
2 % Install Commitment NOT Met	1.9	1.41	1.57	2.1	1.4	2.53	4.31	2.82	2.46	0.06	0.03	0.05
3 CTRR per 100 Lines	1.67	1.51	1.96	2.09	2.05	2.49	2.71	2.93	2.34	1.86	1.51	1.44
4 Complaints	1	0	1	0	0	1	0	0	0	3	4	3
5 % Repeat OOS to Initial OOS	15.87	13.38	12.20	13.31	15.46	18.11	19.52	17.62	16.14	11.79	12.45	7.19
6 OOS Repair Interval	18.60	17.63	17.19	16.56	18.67	20.03	22.09	21.70	26.42	30.56	26.26	26.55



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SOUTH CAROLINA
PUBLIC SERVICE
COMMISSION

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RE: Frontier Communications of the Carolinas, Inc. – 4th Quarter Service Quality Report 2011

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 4th quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

In October Frontier completed a system conversion which required a "blackout mode" resulting in a backlog of orders and tickets resulting in a longer mean time to repair. Frontier brought in techs from out of state to help clear the backlog. Frontier has started to see employee efficiency improvements with the new systems. There were also several periods of severe weather during the 4th quarter increasing workload.

Percent Repair Calls Answered W/I 20 Seconds

Call volumes during the 4th quarter increased 31% over 3rd quarter. Frontier has significantly accelerated hiring and training of additional call center employees. Frontier also implemented the Universal Service Rep concept to improve customer service and minimize transfers and average speed of answer. During the 1st quarter of 2012 Frontier has budgeted resources to continue adding staff. Call center performance metrics continue to be focused on customer satisfaction rather than call length and Call Consultants are encouraged to do what it takes to ensure a positive resolution.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

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Frontier Communications of the Carolinas Inc.
South Carolina
January to December 2011

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation												
Held Prim Svc Ords Over 30 Days	none	0	0	0	0	0	0	0	0	0	0	0
Held Regrade Ords Over 30 Days	none	0	0	0	0	0	0	0	0	0	0	0
% Regular Svc Install W/I 5 Days	85%	91.2	93.1	93.3	91.8	92.4	90.4	87.1	86.9	86.0	92.04	99.90
Service Ord Commitments Met	85%	95.2	96.7	96.1	95.8	95.8	94.2	87.8	90.4	92.4	92.8	95.6
Maintenance												
% OOS cleared within 24 Hours	85%	89.5	90.6	92.2	91.4	89.2	87.3	83.8	84.0	78.4	79.37	81.39
Service Response												
% Dial Tone W/I 3 Seconds	95%	99.97	99.99	99.98	99.97	99.97	99.97	99.96	99.95	99.98	99.95	99.97
% Repair Calls Ans W/I 20 Seconds	90%	99.4	98	96.8	96	96.7	95	97.3	100	100	20.0	18.8
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	96.88	94.8	96.3	99.9	97.6	96.8	93.57	97.4	96.9	97.5	96.4
DA Ans Time (% W/I 30 Seconds)	80%	98.15	99.7	99.7	96.7	100	99.6	90.69	92.7	93.9	96.4	95.6
Switching / Central Office												
Total Access Lines (X 1000)	none	185.41	185.01	189.33	189.32	188.96	187.22	181.92	185.84	181.58	181.58	181.58
Interofc Call Failure Rate	3%	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Intraofc Call Failure Rate	2%	0.01	0.01	0.00	0.01	0.01	0.01	0.01	0.00	0.00	0.00	0.00
Cust Ntwk Trbl/100 Lines	7.0	0.88	0.83	0.99	1.04	1.03	1.26	1.36	1.44	1.18	1.85	1.52